



STSA Learning Charter



Schweizerisches Qualitätszertifikat für Weiterbildungsinstitutionen
Certificat suisse de qualité pour les institutions de formation continue
Certificato svizzero di qualità per istituzioni di formazione continua

STSA Learning Charter

This Charter outlines our educational mission, pedagogical principles, and the corresponding approaches and means of implementation. This Charter is in conformity with the criteria and standards of EduQua, and forms the basis for the creation, implementation, and evaluation of our education and training programmes.

PART I: GENERAL

1. Introduction

STSA Learning's education and training programmes play a key role in ensuring Switzerland's continued competitiveness as a leading training hub and talent pool for commodity trading. We respond to the needs of course participants, professionals and industry members, drawing from the rich expertise of our members within the commodity trading sector. Our programmes uniquely cover all commodities and activities along the commodity value chain. We also have strong partnerships with the University of Geneva and other institutions, enabling enhanced practical training combined with academic rigour for course participants seeking to enter the industry or to enhance their professional skills.

As a provider of adult education we put a strong emphasis on delivering educational and training programmes that are suited to adult learners and provide strong feedback loops as a means of actively engaging course participants and ensuring the continuous improvements of our programmes.

2. Our Educational Mission

The STSA Learning educational and training offering exists to advance the field of commodity trading through world-class, industry-led education, through knowledge creation and sharing, and through brokering new and empowering connections. To achieve this goal, STSA Learning works with expert lecturers and speakers with industry backgrounds, develops diversified programmes, and provides support to various educational organisations such as universities and professional institutes to develop and enhance their offer in this field to cover the needs of the Swiss commodity trading industry and of its professionals.

3. Our Pedagogical and Andragogic Principles

In ensuring the provision of high quality education and training programmes for adults, we have the following principles at the heart of our activities:

- As a provider delivering an adult learning experience, STSA Learning recognises that adult learners accumulate a growing reservoir of experience that can serve as an increasing resource for learning. This experience is valuable, and our education and training programmes seek to utilise this prior knowledge to the fullest extent possible as it enriches the courses. This translates into involving the adult learner as much as possible in

the planning and evaluation of their instruction. This helps ensure excellence through regular evaluation of the content and management of the programmes in view of improving quality and relevance.

- Our programmes value the fact that adult learners expect explanations for the reasons specific things are being taught, together with their practical benefits. As a result, our lecturers are selected carefully to ensure that their teachings and the learning takeaways can be directly related to actual tasks and activities key to future professional activities and can be fully explained.
- An adult's readiness to learn becomes increasingly oriented towards ongoing development of his or her professional roles. We understand that experience provides the basis for the learning activities, and our curriculums support putting acquired knowledge into practice through a hands-on approach. It also puts an emphasis on professional development through providing opportunities for networking and employment with others and with members of the association, as well as collaboration between stakeholders through facilitating dialogue both internally and externally.
- Adult learning shifts the application of learning from one of postponed application to immediacy. This implies that the orientation towards learning shall focus on problem centeredness rather than a simple content-orientation.
- As learners are expected to play a driving role in the industry in the future, our trainings promote responsible and sustainable business by ensuring special attention is given to the principles of compliance, corporate social responsibility and transparency.
- Finally, as a provider, we acknowledge that as a person matures, the motivation to learn is internal. This leads STSA as an education and training provider to seek to put the learning adult in the best dispositions to keep a high level of self-motivation.

PART II: OUR COMMITMENTS

1. Career Development

Recognising the importance of practical work experience in the career pursuits of young graduates, we commit to facilitating interaction and networking between course participants and industry members.

We also commit to promoting the need to hire young talent among its members. This includes:

- Circulating job offers among STSA Learning former course participants to speed up their entry in the industry or offer more job opportunities for those already working in it.
- Promoting our training programmes among our members to encourage them to recruit juniors who have completed one of the STSA Learning programmes.
- Encouraging our members to hire our course participants as interns.
- Maintaining dialogue with and between our alumni through the organisation of events on a regular basis.
- Holding, where appropriate, events geared towards recruitment and networking between course participants and STSA members.

2. Maintaining the Swiss Reputation as a Talent Pool of Excellence

A well-trained workforce is essential to maintain the level of competences existing in Switzerland. We commit to:

- Work on developing new types of educational programmes in line with the evolving needs of the industry.
- Ensure educational programmes respecting ethical and societal environmental expectation of the business environment.
- Provide training that corresponds to the needs of professionals working in Switzerland through our executive programmes in order to enhance the employability of the participants.
- Regularly review the content of our training programmes with dedicated Steering Committees, taking into consideration new developments and course evaluations received from the participants.
- Provide access to printed or electronic documents and presentations to the course participants for their present and future professional activities.
- Offer high quality trainings by eminent lecturers/speakers in their field at competitive prices
- Ensure the diversity of speakers and lecturers to provide multi-faceted perspectives and greater opportunities for course participants to build their network.
- Respect and ensure equality of treatment between course participants profiles, gender, religious or ethnic diversity.

3. Our Partnerships

We collaborate with the University of Geneva and other institutions to build commodity trading expertise and to provide a link between the academic and professional world. We commit to:

- Participate in the Steering Committees of the different programmes at least once a year.
- Participate in the Selecting Committees.
- Propose and help to facilitate access to highly qualified teachers and speakers.
- Support the students in their search for employment within the industry.
- Upload the students' resumes on our website and give access to our members upon permission of the students.
- Organise a Speed Recruiting once a year.
- Market the programmes through STSA channels, including on our website and with our members.

PART III: MEANS OF IMPLEMENTATION

Our mission and pedagogical principles form the basis of our approach and means of implementation, in line with the criteria and standards of eduQua. Our means of implementation are spread across 9 headings:

1. Assessment of programme content
2. Programme relevance to the industry
3. Promotion of the programmes
4. Prerequisites to the programmes
5. Objectives and methods of the programmes
6. Evaluation of the participants and the lecturers
7. Autonomous learning
8. Qualitative monitoring
9. Quality Manager

Each of these means will be presented in detail below.

1. Assessment of programme content

We seek to, as far as practicable, ensure that the educational needs of the learners are covered within the structure and content of the course. This is assessed on a regular basis by our Steering Committees, who take into consideration learners' backgrounds, together with the needs of STSA members companies as a whole, under the overarching goal of ensuring that learners are well-qualified for the function/position they have been trained for.

2. Programme relevance to the industry

STSA seeks to ensure that its education and training programmes have direct relevance to cover the specific needs within a corporate function in the Swiss commodity trading industry, allowing for seamless integration into professional life. This includes, where relevant, study trips to major European ports and shipping facilities to provide practical experiences.

3. Promotion of the programmes

STSA Learning's education and training programmes can be found on our website: www.stsa.swiss, together with other information, such as testimonials of former participants, short biographies of the teachers, and promotional videos and material. Regular advertising campaigns are run on various social media channels, such as LinkedIn, Twitter or Facebook.

We aim to ensure a transparent, clear, and accessible approach to the presentation of programme information. This enables potential learners to weigh the comparative benefits of the various programmes, and to identify the most suitable programme for them in accordance with their needs and aspirations. The STSA Secretariat is also on hand to answer the queries of prospective course participants and to assist in their assessment of whether a course is suited to them.

4. Prerequisites to the programmes

Prerequisites for entering the programmes are important for ensuring a degree of homogeneity within a class. STSA Learning aims to ensure transparency and accessibility in presenting the prerequisites required of participants in order to follow its education and training programmes. This information is published on our website and course brochures. Prospective learners will be required to demonstrate that they meet these prerequisites via the required application form, CV and cover letter. A dedicated Steering Committee evaluates each candidacy on the basis of

predefined criteria to ensure that the person chooses the programme adapted to his or her needs and that the prerequisites are duly met. Once the decision taken, the learner is duly informed by email. This process should not take more than a month.

5. Objectives and methods of the programmes

STSA Learning aims to ensure that the objectives, teaching methods, and evaluation criteria for each module are sufficiently defined to enable each learner to be aware of the course objectives in advance. STSA also commits to accommodating in a neutral manner the great variety of personalities and backgrounds of all learners, through different teaching approaches and methods.

6. Evaluation of the participants and the lecturers

STSA Learning ensures that course lecturers and speakers have the necessary professional experience in their field to teach in the module and programme for which they are being considered. All course lecturers and speakers are recommended to STSA Learning by experts able to attest to their professional competencies and teaching capabilities. Each course lecturer is evaluated by the course participants to assess whether the educational objectives have been reached, and to measure the general level of quality of the programme. All course lecturers receive a report with course participants' comments and suggestions. STSA Learning also sends a self-evaluation questionnaire to course lecturers to indicate their perceptions as to the effectiveness and efficiency of their teaching.

These evaluations are also reviewed by the Steering Committee of the programme and the Management.

Regular inspection visits of the class are organised by STSA Learning to ensure the follow-up of the classes.

A yearly session of training for the course lecturers is organised by STSA Learning to support them in their efforts to constantly improve the quality of the teaching.

7. Autonomous learning

Some programmes include online courses that participants must have studied in a predefined time range. The proper assimilation of the online courses is subject to an exam. The course participants also have access to a dedicated website which is constantly updated with the latest news in commodity trading, smart applications for interactive learning and informative videos.

In addition, the course participants are highly encouraged to practice autonomous learning before, during and after the class.

Course participants are invited to take an active part in the activities of STSA such as the Trading Forum (day of conferences centred on multi-stakeholder dialogue across the Commodity Trading activity) and to keep themselves informed through the STSA news channel.

Course lecturers are requested to answer questions that these activities may generate.

8. Qualitative monitoring

STSA Learning seeks to ensure continuous assessment in quantitative terms to improve its modules and courses. We regularly measure the rates of success, failure and abandonment for each programme. We also maintain records of the professional and educational background of our learners, as well as their future career progression following the programme based on continued follow ups with course alumni.

Reports of the monitoring are communicated on a regular basis to the Management, the Steering Committee and to the pool of lecturers. Extracted topics are also available on STSA's website.

9. Quality Manager

The Quality Manager plays a critical role in ensuring that quality standards are met at all levels. For all programmes, he or she reviews the evaluations, participates in all Steering Committees and Teachers Meetings, and acts as a catalyst for change and improvement in performance and quality.

The Quality Manager regularly visits the classes to perform teaching quality checks.

He or she also ensures that claims are duly registered and treated with the seriousness it deserves and is in charge of resolving unforeseen situation smoothly at the satisfaction of all parties.

He or she is responsible to record, analyse and distribute statistical information and to monitor the results.

The Quality Manager reports to all programme stakeholders and to the Management of STSA.

PART IV: OUR INFRASTRUCTURE

The following is to outline the appropriate standard of infrastructure STSA Learning offers as a learning centre:

1. Facilities

The STSA Learning Centre is safe and secure for staff, course participants and lecturers with appropriate signage, means of access and escape in the event of fire. Course participants are informed of evacuation procedures in case of emergency.

It provides a quiet, calm atmosphere, free from distractions. It has adequate light, and ambient room temperature and ventilation. The centre has separate toilet facilities for men and women.

The classroom is regularly inspected well in advance before the class starts to make sure that the appropriate number of desks and chairs are properly set out.

If desired, course participants have the possibility to come in advance and spend some time in the classroom to study before the class.

2. Material

The classroom is fully equipped with modern materials such as a laptop for the course lecturer loaded with the Microsoft Office suite, speakers, a projector, and paperboards with adequate markers and pens.

Course participants are allowed to bring an electronic device such as a laptop or a tablet. The Wi-Fi and access to power sockets are made available to them.

A cloakroom outside the classroom allows course participants to safely leave their coats and bags.

A telephone with a direct line is available in the classroom.

Shelves are dedicated to each programme where course participants can leave their course material, such as their binder, if they wish.

3. Access

The STSA Learning Centre has its own entrance separated from the STSA Offices. An intercom allows the course participants to access the classroom at any time during the class hours.

4. Refreshments

Coffee and water are freely made available to the course participants.

Smoking and food are not permitted during the class.

ABOUT STSA Learning

STSA was created as GTSA in 2006 by the main actors of the Commodity Trading community in Geneva. In 2008, it extended its reach to the Lake Geneva Region. In 2014, it became STSA – a national Association for Trading and Shipping in Switzerland – overseeing the regional chapters of Zug and Lugano, and representing more than 190 members encompassing large, medium and small entities.

The Association has become renowned for its successful professional programmes such as the STSA Operator's Certificate and the STSA Commodity Trading Fundamentals. To respond to the industry's request, STSA Learning has recently put in place two innovative certificates: the STSA Commodity Trading Risk Analyst and the STSA Documentary Credit Specialist.

STSA Learning also offer tailor-made courses customized to particular needs in Switzerland and internationally. STSA Learning Certificates can be replicated in a condensed version for an optimum efficiency if the classes are given abroad.

In parallel, STSA Learning also organises educational programmes such as the Master of Science in Commodity Trading, and the Diploma in Advanced Studies in Commodity Trading. Both programmes have been created in partnership with the University of Geneva and have been running since 2008 with an increasing level of recognition.

STSA

Rue de Chantepoulet 11
P.O Box 1565
1201 Geneva
Switzerland
Tel. +41 22 715 29 90

info@stsaswiss.ch



WWW.STSA.SWISS